Telstra Slim Touch 9650

DECT 6.0 cordless phone with integrated answering machine

User Guide

This telephone has been designed for ease of use. Please read the instructions and keep it handy for future reference. If you have any problems with your phone, refer to the Help section of this User Guide.

TecHelp
1300 369 193

Introduction

To your Telstra Slim Touch 9650 DECT 6.0 Cordless Telephone with Answering Machine

- Phonebook – lets you store up to 200 contact numbers for easy dialling.
- Quick access to a range of Telstra Network Services including Call Waiting and Call Return.
- Telstra Calling Number Display* lets you see who's calling. Your phone stores details of the last 30 callers in a Calls list.
- Answering machine, with up to 28 minutes digital recording time and helpful voice prompts.

* Call features and charges may apply.

* IMPORTANT You need to subscribe to Telstra's Calling Number Display service to be able to see the caller's number or name when called, or in the Calls list. See page 30 for more details.

IMPORTANT
This equipment requires electricity to work. You will not be able to make any telephone calls when the power fails. Alternative arrangements should be made to access emergency services in times of power failure.

As a Digitally Enhanced Cordless Telecommunications (DECT) product, your Telstra Slim Touch 9650 provides:
- Digital clarity
- Digital range
- Digital security

This product has been designed and tested for Australian conditions for use with Telstra's network.

This User Guide provides you with all the information you need to get the most from your phone. Before you make your first call, you will need to set up your phone. Follow the simple instructions on the next few pages.
Some Telstra features such as MessageBank® and Calling Number Display may attract feature and usage charges.
Please visit Telstra.com for details.

Need help?
PLEASE LOOK IN THE HELP SECTION AT THE END OF THE USER GUIDE IF YOU EXPERIENCE ANY OPERATIONAL DIFFICULTIES WITH YOUR TELSTRA PRODUCT, OR PLEASE CONTACT THE TECHELP INFORMATION LINE 1300 369 193
OR CONTACT US BY EMAIL AT:
tcpsupport_au@vtech.com

Hearing aid?
Please note that the Telstra Slim Touch 9650 works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise.

Got everything?
The package contains the following items:
- Telstra Slim Touch 9650 handset
- Telstra Slim Touch 9650 answering machine base unit
- AC power adapter
- Telephone line cord
- 1 NiMH rechargeable battery pack
- 1 User manual

If you have purchased a Telstra Slim Touch 9650 multi handset pack you will also have the following for each additional handset:
- Telstra Slim Touch 9650 handset
- Telstra Slim Touch 9650 charger
- 1 NiMH rechargeable battery pack
- AC power adaptor (for the charger)

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Important safety instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1 Read and understand all the instructions.

2 Follow all warnings and instructions marked on the product.

3 Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

4 Do not use this product near water (for example, near a bath tub, kitchen sink, swimming pool).

5 Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.

6 Unplug this product from the wall outlet and contact TecHelp on 1300 369 193 under the following conditions:

- When the power supply cord or plug is damaged or frayed.
- If the product does not operate normally by following the operating instructions.
- If the product has been dropped and the outer casing has been damaged.
- If the product exhibits a distinct change in performance.

7 Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.

8 Do not use the telephone to report a gas leak in the vicinity of the leak.

9 Use only the supplied NiMH (Nickel Metal Hydride) battery. The operation periods for the handsets are only applicable with the default battery capacity

10 The use of other battery types or non rechargeable battery/primary cell can be dangerous. These may cause interference and/or unit

damage. Telstra will not be held liable for damage arising from such noncompliance.

11 Use only the AC power adaptors supplied with this product. Please contact TecHelp on 1300 369 193 for replacement adaptors.

12 Please ensure that the polarity plug is inserted correctly.

13 Do not immerse the battery in water, and do not place it in a fire.

14 Telephone receivers produce magnetic fields that can attract small metallic objects such as pins or staples. To avoid injury, do not place the handset where such objects can be picked up.

Getting started

Location

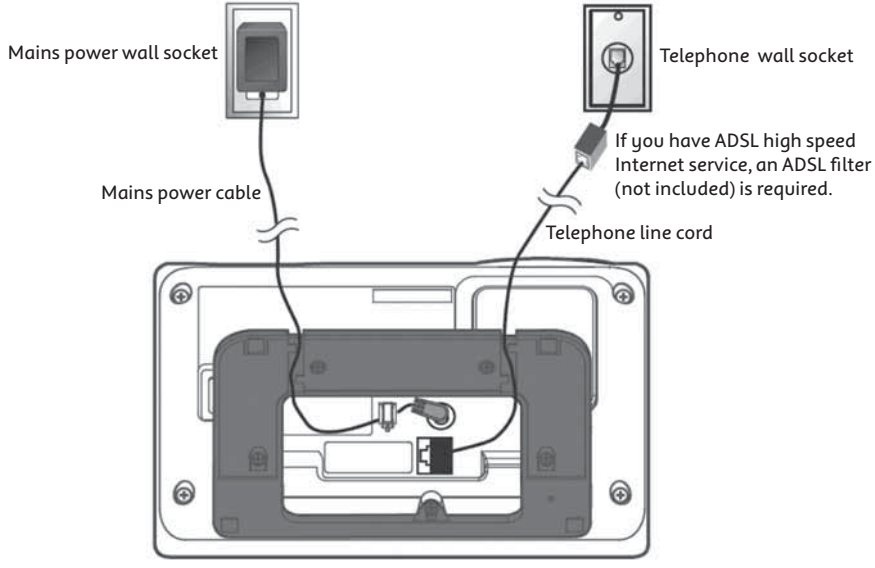
Place your Telstra Slim Touch 9650 within 2 metres of the mains power socket and telephone socket so that the cables will reach.

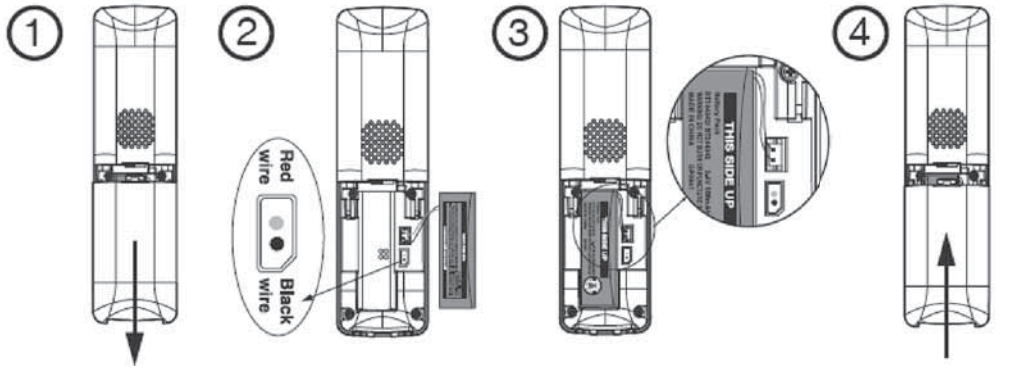
Make sure it is at least 1 metre away from other electrical appliances to avoid interference. Your Telstra Slim Touch 9650 works by sending radio signals between the handset and base. The strength of the signal depends on where you locate the base.

Putting it as high as possible ensures the best signal.

Setting up

1. Plug the mains power cable into the base station, plug the other end of the mains power cable into mains power wall socket and switch the power on.


Mains power wall socket
Telephone wall socket
If you have ADSL high speed Internet service, an ADSL filter (not included) is required.
Mains power cable
Telephone line cord



2. To fit the NiMH battery into the handset, slide out the battery compartment cover. Place the supplied rechargeable battery pack in the battery compartment, with the battery connector plugged in, as shown. Slide the battery compartment cover back.
3. Place the handset on the base to charge for at least 24 hours. When the handset is fully charged the will be displayed.

The Charging LED lighting up indicates that the handset is properly placed on the base.

4. When the battery is fully charged, plug one end of the telephone line cord into the base station and the other end into the telephone wall socket.

WARNING
Do not place your Telstra Slim Touch 9650 in the bathroom or other humid areas.

IMPORTANT
The base station must be plugged into the mains power socket at all times. Do not connect the telephone line until the handset is fully charged. Only use the power adaptor, telephone cables and NiMH battery pack supplied with the product.

Battery low warning

If the flashes in the handset display you will need to recharge the handset before you can use it again.

During charging, the will appear to be filling in the display.

Battery performance

In ideal conditions, a fully charged battery should give up to 10 hours talk time, or 100 hours standby time, on a single charge.

Note that a new battery will not reach full capacity until it has been in normal use for several days.

To keep the battery in the best condition, leave the handset off the base for a few hours at a time.

Running the battery right down at least once a week will help it last as long as possible. The charge capacity of the rechargeable battery will reduce with time as it wears out, giving the handset less talk/standby time.

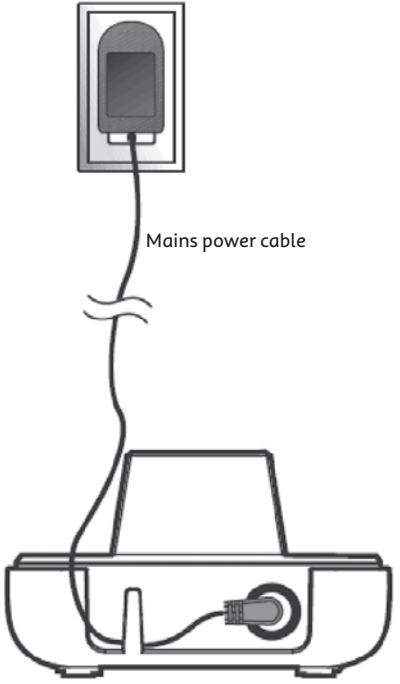
Eventually it will need to be replaced. A replacement battery pack can be obtained by contacting TecHelp on 1300 369 193 or from your local electrical retailer.

After charging your handset for the first time, subsequent charging time is about 6–8 hours a day. The battery and handset may become warm during charging, however, this is normal.

Setting up for multiple packs

If you have purchased a Telstra Slim Touch 9650 multiple pack, you will need to prepare additional handsets and chargers for use.

For each additional handset and charger



1. Plug the mains power cable into the charger base, plug the other end into the mains power wall socket and switch the power on.
2. To fit the NiMH battery into the handset, slide out the battery compartment cover. Place the supplied rechargeable battery pack in the battery compartment, with the battery connector plugged in, as shown on page 10. Slide the battery compartment cover back
3. Place the handset on the base to charge for at least 24 hours. When the handset is fully charged the will be displayed.

Using your Telstra Slim Touch 9650 phone on a Broadband ADSL line?

If this product is to be used on a broadband ADSL line, then you must ensure that it is connected via an ADSL filter. Using this product on a Broadband line without an ADSL filter may cause problems with this product and your Broadband service.

Date and time

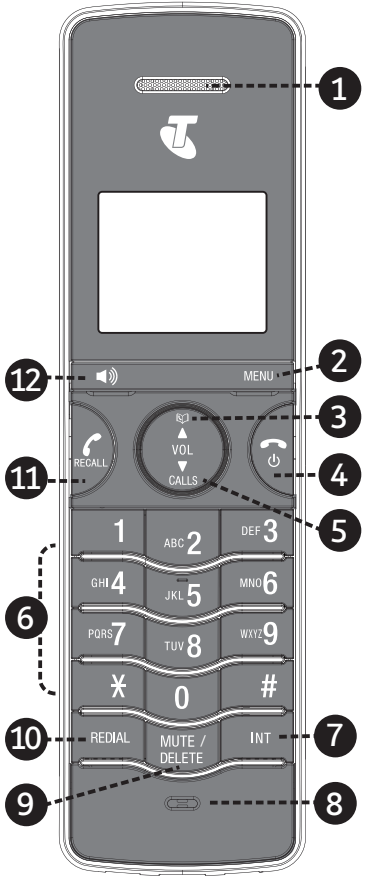
If you have subscribed to Telstra's Calling Number Display service, the date and time is set automatically for all handsets when you receive your first call. The date and time is recorded with each answering machine message you receive. If you have not subscribed to Telstra Calling Number Display you can set the date and time manually.

Set date and time manually

1. Press MENU when in idle mode to enter the feature menu.
2. Press or to scroll to SET DATE/TIME.
3. Press MENU and then edit the date.
4. Press the dialing keys (0-9) to enter a two-digit number or press or until the screen displays the correct value.
   Press MENU to advance.
5. Repeat step 3 until the date and time are set.
6. Press MENU to save.

NOTE
Press or to toggle AM/PM when moving the cursor to the AM/PM setting field.

Getting to know your phone



Handset buttons

1. EARPIECE

2. MENU
In idle mode:
press to access main menu. Press *and hold* to access Telstra Service Number list.

In menu/editing mode:
press to confirm and save the settings.

During a call:
press to access the sub-menu list.

In phonebook/call list entry:
press to edit the entry.

3. SCROLL UP/ VOLUME UP/ PHONEBOOK
In idle mode:
press to access the phonebook.

In menu mode:
press to scroll up.

In editing mode:
press to move the cursor to the right.

During a call:
press to increase volume.

Call list/phonebook/redial list entry:
press to scroll up the list.

4. TALK OFF
In idle mode:
press *and hold* to power on/off the handset.

In menu mode:
press to exit to previous level.

In pre-dial mode:
press to backspace.

5. SCROLL DOWN/ VOLUME DOWN/ CALL LIST
In idle/pre-dial mode:
press to access the call list.

In menu mode:
press to scroll down.

In editing mode:
press to move the cursor to the left.

During a call:
press to decrease volume.

Call list/phonebook/redial list entry:
press to scroll down the list.

6. ALPHANUMERIC KEYPAD
In idle/pre-dial/editing mode/during a call:
press to enter characters/ numbers.

 # Hash key
In idle/pre-dial/during a call mode:
press to insert a "#".

In phonebook entry name editing mode:
press *and hold* to toggle between uppercase and lower case.

In phonebook entry view mode:
press to view the next digits when the number is longer than a line to display.

*** Star key**
In idle/pre-dial/during a call mode:
press to insert a "*".

In phonebook entry view mode:
press to view the previous digits when the number is longer than a line to display.

Key 1, 2 and 3
In Idle:
press *and hold* KEY 1 to dial Telstra Home Messages 101® or MessageBank® service

During a call:
press *and hold* KEY 2 to access a Call Waiting Call.
Press *and hold* KEY 3 to commence 3-Way Chat

7. INTERCOM
Press to make an intercom conversation between handsets or transfer a call.

8. MICROPHONE

9. MUTE/DELETE
During a call:
press to mute/un-mute the microphone.

Call list/phonebook/redial list entry:
press to delete the selected entry.

In editing/pre-dial mode:
press to backspace.

During message playback:
press to delete the message currently playing.

10. REDIAL/PAUSE
In idle mode:
press to view the redial list.

In editing/pre-dial mode:
press and hold to insert a dialing pause.

11. TALK ON/RECALL
In idle/menu/pre-dial mode:
press to make a call.

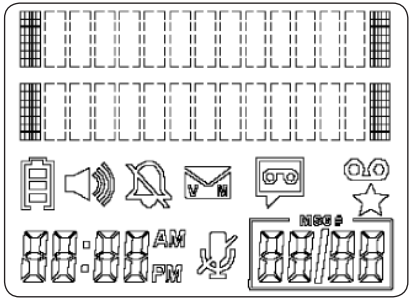
In phonebook number editing mode:
press to insert a recall.

Call list/phonebook/redial list entry:
press to make a call to the selected entry.

12. SPEAKER
In idle/menu/pre-dial mode/during a call:
press to turn on/off the speakerphone.

Call list/phonebook/redial list entry:
press to make a call with speakerphone.

Handset display

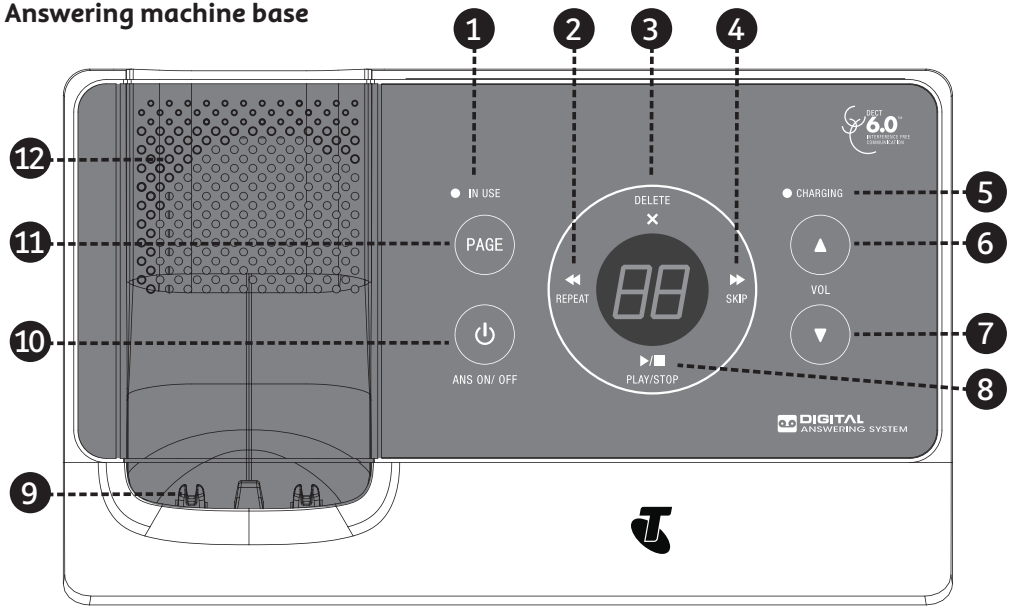


Display icons

Icons can be *On* (visible), *Flashing* or *Off* (not visible):

	On when answering machine is turned on. *Off when answering machine is turned off.*
	On when new answering machine message is received. *Off when no new answering machine message.*
	On when speaker phone is in use. *Off when speaker is off.*
	On when ringer is turned off. *Off when ringer is turned on.*
	On when a new call is received. *Off when there is not a new call.*
	On when microphone is mute during a call. *Off when microphone is unmute during a call.*
V M	*On when new voicemail received on Telstra Home Messages 101® or MessageBank® service.* *Off when there is not new voicemail.*
	Full battery power level.
	2/3 battery power level.
	1/3 battery power level.
	Flashes when low battery power level is detected, needs charging.
	Animation in cycle. *Battery is charging.*

Answering machine base



1. IN USE LED

Flashes when there is an incoming call, or another telephone sharing the same line.
Steadily on when the handset is in use.

2. SKIP BACKWARD

Touch to repeat playing the current message.

Touch twice to playback the previous message.

3. DELETE

During message playback:
touch to delete the current message.
In idle:
touch twice to delete all previously reviewed messages.

4. SKIP FORWARD
During message playback:
touch to skip to the next message.

5. CHARGING LED
Steadily On:
when the handset is put into base cradle for charging.

6. VOLUME +
During message playback:
touch to increase the speaker volume.
In idle:
touch to increase the base ringer volume.

7. VOLUME –
During message playback:
touch to decrease the speaker volume.
In idle:
touch to decrease the base ringer volume.

8. PLAY/ STOP
In message playback mode:
touch to playback or stop playing messages.

9. CHARGING CRADLE

10. ANSWER ON/OFF
Touch to switch the answering machine on/off.

11. PAGE
Touch to page all registered handsets.

12. SPEAKER

Navigating the menus

Your Telstra Slim Touch 9650 has an easy to use menu system. Each menu has a list of options, as outlined on the following page. When the handset is switched on and in standby:

1. Choose MENU to open the main menu.
2. Then press or buttons to move through the available options.
3. Choose MENU to select a menu option or the to return to the previous screen.

Message counter display

Display	Description
0F->--	When answering machine is OFF.
- -	When answering machine is OFF and no new TAM messages received.
0F/XX	Flashing XX alternatively with 0F: Answering machine is OFF and there are XX new voice messages received where XX is from 01 to 59.
0N->XX	When answering machine is ON where XX is number of messages in TAM memory.
00	Steadily ON: No voice messages in TAM.
XX	Flashing: There are XX new voice messages received where XX is from 01 to 59.
ZZ	Steadily ON: There are ZZ old voice messages kept in the TAM memory (no new voice messages).
XX/FF	Flashing XX alternatively with FF: There are XX new voice messages received where XX is from 01 to 59 and the TAM memory is full.
FF	Flashing FF: TAM memory is full and there are no new messages, only old messages are kept in TAM memory.

Display	Description
--/XX	Flashing XX alternatively with --: Time is not set and there are XX new voice messages received where XX is from 01 to 59.
--	Flashing --: Time is not set and there are old voice messages kept in the TAM memory only (no new voice messages).
XX	Steadily ON: Playing the current XX incoming message.
A1	Steadily ON: Playing the current outgoing message (OGM).
XX/AN	Flashing XX alternatively with AN: XX new incoming message is now recording. AN denotes that the incoming message recording is in progress.
RA	Flashing: Remote access is in progress.

Menu layout

Ans. System	Phonebook	Call Log	Ringer Volume	Ringer Tone	Tones	Register HS	De-register HS
Play message Del all old Record memo Settings Remote access Remote pin MSG alert tone	Review Store	Review Del all calls	Ringer off Level 1- 6	Ringer tone 1- 10	Key tone Battery low Out of range	System PIN	System PIN

Flash Time	Set Date/Time	Time format	Date format	Clear Voicemail	System PIN	Reset	
Short Medium Long	Set date	12 hour 24 hour	DD/MM/YY MM/DD/YY	Turn off indicator?	Old PIN	Reset?	

Keystroke table

Upper case

1	[space] 1 @ _ # = < > ( ) & £ $ ¥ € [ ] { } ¤
2	A B C 2 À Ä Ç Å Æ
3	D E F 3 É È Δ Φ
4	G H I 4 Ì Γ
5	J K L 5 Λ
6	M N O 6 Ñ Ò Ö
7	P Q R S 7 β Π Θ Σ
8	T U V 8 Ù Ü
9	W X Y Z 9 Ø Ω Ξ Ψ
0	. 0 , / : ; " ' ! ¡ ? * + - % \ ^ ~ |
*	*

Lower case

1	[space] 1 @ _ # = < > ( ) & £ $ ¥ € [ ] { } ¤
2	a b c 2 à ä Ç å Æ
3	d e f 3 é è Δ Φ
4	g h i 4 ì Γ
5	j k l 5 Λ
6	m n o 6 Ñ Ò Ö
7	p q r s 7 β Π Θ Σ
8	t u v 8 Ù Ü
9	w x y z 9 Ø Ω Ξ Ψ
0	. 0 , / : ; " ' ! ¡ ? * + - % \ ^ ~ |

Highlighted characters: Only upper case supported.

Using the phone

Switch handset off

To switch the handset off:

1. Press *and hold* .
2. Press MENU to confirm.

To switch the handset on

1. Press *and hold* again.

Make an external call

1. Press or , and then enter the telephone number.

Pre-dialling

1. Enter the telephone number. Press MUTE/DELETE or to make corrections when entering the phone number. Press *and hold* REDIAL to insert a dialing pause (a P appears).
2. Press or to dial.

End a call

1. Press or put the handset in the telephone base or charger.

   The screen displays the elapsed time as you talk (in hours, minutes and seconds).

Call timer
Your handset will automatically time the duration of all external calls. The handset display shows the call duration both during and for a few seconds after your call is terminated.

Out of range warning
When the handset goes out of range of the base,the line will hang up if you are on a call. When you move back within range, the handset will automatically reconnect to the base.

Receive a call

When you receive a call, the phone rings. The display will show the caller's number if available or the caller's name if it matches an entry in the phonebook.

1. Press or to answer the call.

Earpiece/ handsfree volume

Press or to adjust the listening volume of the earpiece or loudspeaker with five levels when during a call. Each press of the button increases or decreases the volume level by one increment.

1. Press or to increase or decrease the volume level while in a call.

NOTE:
1. All volume settings (handset and speakerphone) are independent.
2. When the volume reaches the minimum or maximum setting, you will hear two beeps.

Mute

During a call, you can talk to someone nearby without your caller hearing.

1. Choose MUTE/DELETE while in the call. The display shows MUTED and your caller cannot hear you.
2. Choose MUTE/DELETE again to unmute the microphone.

Handsfree

Handsfree lets you talk to your caller without holding the handset to your ear. It also enables other people in the room to join in the conversation over the loudspeaker.

Make a handsfree call

1. Dial the number then press on the handset. is displayed. You will then hear your call over the handset loudspeaker. Press to switch the call between the earpiece and the loudspeaker.
2. Press to end the call.

NOTE: During a handsfree call, press or to adjust the volume.

Answer a call in handsfree mode

When the phone rings:

1. Press on the handset. The call is transferred to the handset loudspeaker.

Switch to handsfree mode during a call

1. When in a call, press on the handset to put the call on the loudspeaker.

   To switch handsfree off and return the call to the earpiece, press again.

Redial

Up to 20 of the last telephone numbers called are saved in the redial list. You can select any of the numbers to redial or delete.

Redial the last number called

1. Press REDIAL, The last number you called will be displayed.
2. Press or to dial the number displayed.

Delete a redial number

1. Press REDIAL, then press or to move to the number you want to delete.
2. Choose MUTE/DELETE to delete the selected entry

Find handset (Paging)

You can ring a handset to help locate it.

1. Press PAGE on the base. All handsets registered to the base will ring for up to 60 seconds. The display shows --PAGING--
2. Press PAGE on the base again to stop the paging if handsets are on the base or press or , or any dial pad key (0-9, *, or #) on any handset, if it's off the base.

NOTE: If there is an incoming call during paging, paging will cease and the phone will ring with the incoming call instead.

Temporary ringer silencing

Press or MUTE/DELETE while the telephone is ringing to silence the ringer temporarily. This will silence the ringer without disconnecting the call. The next incoming call will ring normally at the preset volume.

NOTE: Each handset will ring when there is an incoming call unless the ringer volume is turned off. Pressing or MUTE/DELETE on one handset will only silence the ringer of that particular handset.

Chain dialing

This feature allows you to initiate a dialing sequence from numbers stored in the phonebook, call list history or redial list while you are on a call.

Chain dialing can be useful if you wish to access numbers other than phone numbers (such as bank account information or access codes) from the phonebook, call list history or redial list.

Phonebook

You can store up to 200 names and numbers in the phonebook. Names can be up to 15 characters long and numbers up to 30 digits.

Store a name and number

1. In standby mode, choose MENU and press or to select PHONEBOOK
2. Choose MENU to access the Phonebook menu.
3. Press or to select STORE. Choose MENU.
4. Enter the number and choose MENU.
5. Enter the name and choose MENU.
6. Choose MENU to save the phonebook entry.

   You must enter a name to go with a number in order to save the entry.

Entering names
Use the keypad letters to enter names, e.g. to store Tom:
Press TUV8 once to enter T.
Press MNO6 three times to enter o.
Press MNO6 once to enter m.

Writing tips
Press MUTE/DELETE to delete the last character or digit.
Press *and hold* MUTE/DELETE to delete all characters or digits.
Press or to move backward or forward through the characters/digits. Press *and hold* # to switch between upper and lower case.

Review an entry

1. In standby mode, press . The first entry in the phonebook will be displayed.
2. Press or to select the phonebook entry that you want.
3. Choose MENU to view the phonebook entry.

OR

1. Choose MENU and press or to select PHONEBOOK
2. Choose MENU to access the Phonebook menu.
3. Choose MENU to select REVIEW.
4. Press MENU and or to browse the phonebook entry

Dial an entry

1. In standby mode, press to access the Phonebook.
2. Press or to select the entry you want, or search alphabetically using the alphanumeric keypad (see tip below).
3. Press or to dial the desired number.

To search alphabetically
Press the relevant keypad button, e.g. for the entries beginning with T press TUV8 once then press or to scroll through the entries.

Edit a name and number

1. In standby mode, choose MENU and press ▲ or ▼ to select PHONEBOOK
2. Press MENU *twice*
3. Press ▲ or ▼, or use the alphabetical search to browse.
4. Press MENU to select an entry.
   The screen shows EDIT NUMBER.
5. Use the dialing keys to edit the number and the name.
6. Press MENU to save.

When editing a name or number, choose MUTE/DELETE to delete characters and digits

Delete an entry

1. In standby mode, choose MENU and press ▲ or ▼ to select PHONEBOOK
2. Press MENU *twice*.
3. Press ▲ or ▼, or use the alphabetical search to browse.
4. Press MUTE/DELETE to remove the selected entry.

Handset settings

Using the feature menu, you can customize many of the telephone's settings.

1. Press MENU when in idle mode (when the phone is not in use) to enter the feature menu.
2. Use ▲ or ▼ to scroll to the feature to be changed. When scrolling through the menu, the top menu item is always highlighted with a > symbol.
3. Press MENU to select the highlighted item.

NOTE: Press ↩ to cancel an operation, back up to the previous menu or exit the menu display. Press *and hold* ↩ to return to idle mode.

Ringer volume

Using this menu, you can set the ringer volume level (1-6), or turn the ringer off. When the ringer is turned off, 🔕 icon appears on the handset screen.

1. Press MENU when in idle mode to enter the feature menu.
2. Press ▲ or ▼ to scroll to RINGER VOLUME.
3. Press MENU and ▲ or ▼ to browse each volume level. A sample of each ringer volume plays as you scroll through the choices. Level 1 to 6 and Ringer Off are available.
4. Press MENU to save your preference and return to the feature menu.

Ringer tone

You can select different ringer tones.

1. Press MENU when in idle mode to enter the feature menu.
2. Press ▲ or ▼ to select RINGER TONE.
3. Press MENU and ▲ or ▼ to select the desired ringer tone. A sample of each ringer tone plays as you scroll through the choices.
4. Press MENU to save your preference and return to the feature menu.

Alert tones

You can turn on or off the alert tones of key press, battery low and out of range.

1. Press MENU when in idle mode to enter the feature menu.
2. Press ▲ or ▼ CALLS to scroll to TONES.
3. Press MENU and ▲ or ▼ CALLS to select KEY TONE.

Or

3. Press MENU and ▲ or ▼ CALLS to select BATTERY LOW.

Or

3. Press MENU and ▲ or ▼ CALLS to select OUT OF RANGE.
4. Press MENU and ▲ or ▼ CALLS to select ON or OFF.
5. Press MENU to save your preference and return to the feature menu.

Handset reset

1. Press MENU when in idle mode to enter the feature menu.
2. Press ▲ or ▼ CALLS to scroll to RESET.
3. Press MENU and enter the system PIN. Default is 0000.
4. Press MENU and RESET? will be prompted.
5. Press MENU to confirm and reset all the personalized settings of handset to default.

Base settings

Set the recall time

The default recall (flash) time is suitable for the Telstra network. It is unlikely that you should need to change this setting unless advised to do so.

1. Press MENU when in idle mode to enter the feature menu.
2. Press ▲ or ▼ CALLS to scroll to FLASH TIME.
3. Press MENU and ▲ or ▼ CALLS to select SHORT, MEDIUM or LONG.
4. Press MENU to save your preference and return to the feature menu.

Change system PIN

1. Press MENU when in idle mode to enter the feature menu.
2. Press ▲ or ▼ CALLS to scroll to SYSTEM PIN.
3. Press MENU and enter the old system PIN. Default is 0000.
4. Press MENU and enter the new system PIN.
5. Press MENU to confirm the new system PIN.
6. Press MENU to save settings.

Ringer volume

Press ▲ or ▼ on the base unit to increase or decrease volume (0 to 6).

Date/Time

Set date and time

Provided you have subscribed to the Telstra's Calling Number Display service, the date and time will be set automatically with every incoming call.

1. Press MENU when in idle mode to enter the feature menu.
2. Press ▲ or ▼ CALLS to scroll to SET DATE/TIME.
3. Press MENU and then edit the date.
4. Press the dialing keys (0-9) to enter a two-digit number or press ▲ or ▼ CALLS until the screen displays the correct value. Press MENU to advance.
5. Repeat step 3 until the date and time are set.
6. Press MENU to save.

NOTE
Press ▲ or ▼ CALLS to toggle AM/PM when moving the cursor to the AM/PM setting field.

Time format

1. Press MENU when in idle mode to enter the feature menu.
2. Press ▲ or ▼ CALLS to scroll to TIME FORMAT.
3. Press MENU and ▲ or ▼ CALLS to select 12-HOUR or 24-HOUR.
4. Press MENU to save.

Date format

1. Press MENU when in idle mode to enter the feature menu.
2. Press ▲ or ▼ CALLS to scroll to DATE FORMAT.
3. Press MENU and ▲ or ▼ CALLS to select DD/MM/YY or MM/DD/YY

Calling Number Display*

If you have subscribed to Telstra's Calling Number Display service, you will be able to see your caller's number on your handset display (provided it is not blocked) prior to answering the call. If your caller's name is stored in the phonebook and a number match is found, you will see the caller's name on the display instead.

*Call features and charges may apply.

Call list

When Telstra Calling Number Display is active on your service, dialled numbers will be saved in the telephone's Calls list. Your phone can store up to 30 answered calls and unanswered with date/time information in the call list. The number will be shown on the display when the phone is ringing. If the number matches with one of the entries in your private phonebook, the caller's name stored in the private phonebook will be displayed with the number.

Missed calls are marked with XX MISSED CALL(S). Each time you review a call list entry marked with ☆ icon, the number of missed calls decreases by one. When you have reviewed all the missed calls, the missed calls indicator no longer shows. You can review, redial, and copy an entry into the phonebook. Entries appear in reverse chronological order. Only one handset can review the call list at a time. If a handset tries to enter the call list while another handset is already in it, NOT AVAILABLE AT THIS TIME appears.

The call list information might not be available for every incoming call. The callers might intentionally block their names and/or telephone numbers.

Call list display screen messages

PRIVATE NUMBER	The caller is blocking the telephone number.
UNAVAILABLE	This caller's number is unavailable.

When the list is full, and a new call is received, the oldest entry will be deleted automatically.

IMPORTANT

To use Telstra Calling Number Display you must first subscribe to the service from Telstra. For more information on Telstra Network Features call Telstra on 13 22 00. To ensure the caller's name is displayed, make sure you have stored the full telephone number, including the area code, in the phonebook.

View call details

1. Press CALLS to access the call list.

OR

1. Press MENU when the handset is not in use.
2. Press ▲ or CALLS to select CALL LOG.
3. Press MENU to select REVIEW, and then press MENU
4. Press ▲ or CALLS to browse through the call list.

NOTE: The name (if available), telephone number, date and time of all incoming calls are shown on the screen.

You hear a double beep when the list reaches the beginning or end of the call list.

Dial from the Call list

1. When in the call list, press ▲ or CALLS to browse.
2. Press ↩ or 🔊 to dial the entry.

Store a call list entry to the phonebook

1. When in the call list, press ▲ or CALLS to browse.
2. Press MENU to select an entry. The screen displays EDIT NUMBER.
3. Use the dialing keys to edit the number.
   - Press MUTE/DELETE to backspace and erase a digit.
   - Press *and hold* MUTE/DELETE to erase the entire entry.
   - Press CALLS to move the cursor to the left or ▲ to the right.
   - Press *and hold* REDIAL to insert a dialing pause (a P appears).
4. Press MENU to move to the name. The screen displays EDIT NAME.
5. Use the dialing keys to edit the name.
   - Press MUTE/DELETE to backspace and erase a character.
   - Press *and hold* MUTE/DELETE to erase the entire entry.
   - Press CALLS to move the cursor to the left or ▲ to move the cursor to the right.
6. Press MENU to save.
   - If the entry is already saved in the phonebook, the handset shows ALREADY SAVED.
   - If there is no call list information, the handset shows UNABLE TO SAVE.

Delete an Entry in the Call list

1. When in the call list, press ▲ or CALLS to browse.
2. Press MUTE/DELETE to delete the selected entry.

Delete the Entire Call list

1. Press MENU when the handset is not in use.
2. Press ▲ or ▼ to select CALL LOG, and then press MENU.
3. Press ▲ or ▼ to select DEL ALL CALLS, then press MENU.
4. The screen shows DELETE ALL CALLS? Press MENU to confirm.

Flashing Message Indicator (FMI)

The Telstra Slim Touch 9650 is designed to provide visual indication when a new message is left in your Telstra Home Messages 101® or MessageBank® service. To arrange connection of the Flashing Message Indicator service, simply call Telstra on 13 2200. When a new message is left, the ✉ will be displayed on the handset. After you have listened to your message(s) the ✉ will disappear.

Telstra Home Messages 101®

You can get messages from your Telstra fixed home phone when you are away from the phone, busy on another call or using the Internet. Callers will hear a standard greeting inviting them to leave a message.

To call Telstra Home Messages 101®

Press ↶ and dial 101.

OR

When the handset is in standby mode, press *and hold* the 1 key, the handset will dial 125101.

OR

Press ↶ and then press *and hold* the 1 key. The handset will dial 125101.

Clear flashing message indication

After you have listened to all new messages, the indicator on the handset should turn off automatically.

However if this does not occur (for example, when you have accessed your Telstra MessageBank® service while away from home), use the clear voicemail feature. Clearing the flashing message indication only turns off the indicators, it does not delete your messages. As long as you have new messages, Telstra will continue to send the signal to turn on the indicators.

To manually turn off the new voicemail indicator:

1. Press MENU when in idle mode to enter the feature menu.
2. Press ▲ or ▼ to scroll to CLR VOICEMAIL.
3. Press MENU, the screen shows "TURN OFF INDICATOR?".
4. Press MENU again to turn the voicemail indication off, or press ↩ to cancel the procedure.

NOTE: For information about using your message service, please contact Telstra on 13 2200 for assistance.

Call Waiting

Call Waiting tells you if a new caller is trying to contact you when you are already on the phone. A discreet tone alerts you to the new caller, so you can answer your second incoming call by putting the first caller on hold.

1. Press *and hold* the ABC2 button. Your first caller is put on hold and you can talk to your second caller.
2. To revert back to the original caller, press *and hold* the ABC2 button again.

3-Way Chat

This service is available on most lines ready for you to use. If you are already on a call, you can add another person and then have a 3-Way Chat.

To put existing call on hold and make a new call then to 3-Way Chat

1. Press ↶ (this dials recall), then listen for dial tone
2. Dial the second phone number.
3. Press *and hold* DEF3.

To Split a 3-Way Chat or switch between callers

1. Press *and hold* ABC2.

Pre-stored Telstra Network Features:

In idle,

1. Press *and hold* MENU key to access 10 Telstra services number (non-user programmable)

FEAT. ASSIST.	(To call Feature Assist)
C.W. ON	(Turn Call Waiting on)
C.W. OFF	(Turn Call Waiting off)
CHK CALL WAIT	(To check Call waiting status)
CALL RETURN	(To use Call Return)
CF IMM. ON	(Turn Call Forward Immediate on)
CF IMM. OFF	(Turn Call Forward Immediate off)
CHK CF IMM.	(To check Call Forward Immediate)
C.B. ON	(To turn Call Back on)
C.B. OFF	(To turn Call Back off)

To use Feature Assistant

1. Press *and hold* MENU and press ▲ or ▼ CALLS to select FEAT. ASSIST
2. Press or to call the number.

To check or turn Call Wait on/off

1. Press *and hold* MENU and press ▲ or ▼ CALLS to Select C.W. ON, C. W. OFF or CHK CALL WAIT.
2. Press or to call the number.

To use Call Return

1. Press *and hold* MENU and press ▲ or ▼ CALLS to select CALL RETURN.
2. Press or to call the number.

To turn Call Forward Immediate On

1. Press *and hold* MENU and press ▲ or ▼ CALLS to select CF IMM. ON.
2. Press MENU and enter the forward number.
3. Press or to call the number.

To check or turn Call Forward Immediate Off

1. Press *and hold* MENU and press ▲ or ▼ CALLS to select CF IMM. OFF or CHK CF IMM.
2. Press or to call the number.

To turn Call Back On/Off

If you have activated the Call Back feature after you hear busy tone, you can turn the feature off as follows:

1. Press *and hold* MENU and press ▲ or ▼ CALLS to select C.B. ON or C.B. OFF.
2. Press or to call the number.

Answering machine

The answering machine records unanswered calls when it is activated. It can store up to 99 messages within the maximum recording time of 28 minutes. Total recording time includes all voice prompts, outgoing messages and incoming call messages.

Your answering machine is designed to answer calls after 14 rings when it is switched off. This is to enable you to operate the remote access functions of your answering machine in the event your answering machine is switched off.

Using the Answering machine from the handset

Switch the answering machine on/ off

The answering system must be turned on to answer and record messages.

When the answering system is turned on, the ⏻ light on the telephone base will be on and ✉ icon will display on the handset.

1. Press MENU when in idle mode to enter the feature menu.
2. Press MENU to select ANS. SYSTEM.
3. Press ▲ or ▼ CALLS to select SETTINGS, then press MENU.
4. Press MENU to select ANSWER ON/OFF.
5. Press ▲ or ▼ CALLS to choose ON or OFF, then press MENU.

Play Messages

If you have new messages, the telephone plays only the new messages (oldest first). If there are no new messages, the telephone plays back all messages (oldest first).

1. Press MENU when in idle mode to enter the feature menu.
2. Press MENU to select ANS. SYSTEM.
3. Press MENU to select PLAY MESSAGE.

Options during playback:

- Press ▲ or ▼ CALLS to adjust the speaker volume.
- Press MNO 6 to skip to the next message.
- Press GHI 4 to repeat the message currently playing. Press GHI 4 *twice* to listen to the previous message.
- Press DEF 3 to delete the current message. The system advances to the next message.
- Press JKL 5 to stop and revert to the previous menu.

Delete all old messages

1. Press MENU when in idle mode to enter the feature menu.
2. Press MENU to select ANS. SYSTEM.
3. Press ^ or v CALLS to select DEL ALL OLD, then press MENU.
4. The handset shows DELETE ALL OLD MSGS? Press MENU to confirm your selection.

Record and play memos

Memos are your own recorded messages used as reminders for yourself or others using the same answering system. You can record your own memos using a system handset. Playback and delete them in the same way as incoming messages.

1. Press MENU when in idle mode to enter the feature menu.
2. Press MENU to select ANS. SYSTEM.
3. Press ^ or v CALLS to select RECORD MEMO, and then press MENU. Speak towards the microphone of the handset after a beep tone.
4. Press JKL 5 when finished recording. The recorded memo will be played automatically.
5. Press to stop playing, press DEF 3 or MUTE/DELETE to delete the memo.

NOTE: Memos shorter than one second are not recorded.

Answer machine settings

Set the answer delay

1. Press MENU when in idle mode to enter the feature menu.
2. Press MENU to select ANS. SYSTEM.
3. Press ^ or v CALLS to select SETTINGS, then press MENU.
4. Press MENU and ^ or v CALLS to select ANSWER DELAY.
5. Press MENU and ^ or v CALLS to select TOLL SAVER, 2 RINGS, 4 RINGS, 6 RINGS or 8 RINGS.
6. Press MENU to save your preference and return to the feature menu.

NOTE: If Toll Saver setting is selected, the answering machine will pick up after two rings if there are new messages and after four rings if there are no messages.

OGM settings

This is the message your callers hear on the answering machine. There is one pre-recorded outgoing message, or you can record your own.

Record the outgoing message

1. Press MENU when in idle mode to enter the feature menu.
2. Press MENU to select ANS. SYSTEM.
3. Press ^ or v CALLS to select SETTINGS, and then press MENU.
4. Press ^ or v CALLS to select OGM SETTINGS.
5. Press MENU to select RECORD.
6. Press MENU to start recording after a "beep" sound is heard.
7. Press JKL 5 to stop recording and save the message. The just saved message is played automatically.
8. Press at any time to stop playing.

NOTE: When playing the message, pressing DEF 3 or MUTE/DELETE will delete it.

Play the outgoing message

1. Follow steps 1 to 4 in the previous section.
2. Press MENU and ^ or v CALLS to select PLAY.
3. Press MENU and the message will be played.
4. Press to stop playing.

   Or press MUTE/DELETE to delete the current playing OGM recorded by yourself.

- Only available when there is an OGM you recorded before.)

Turn on/off the message alert

If the message alert is turned on, this telephone can beep every 10 seconds to alert you of new messages. The tone stops when all new messages have been reviewed.

1. Press MENU when in idle mode to enter the feature menu.
2. Press MENU to select ANS. SYSTEM.
3. Press ^ or v CALLS to select MSG ALERT TONE, and then press MENU.
4. Press ^ or v CALLS to select from ON or OFF, then press MENU to confirm your selection.

Remote access

Remote access allows you to operate your answering machine and listen to your messages by calling your phone from another phone.

1. Press MENU when in idle mode to enter the feature menu.
2. Press MENU to select ANS. SYSTEM.
3. Press ▲ or ▼ CALLS to select REMOTE ACCESS, and then press MENU.
4. Press ▲ or ▼ CALLS to select from ON or OFF, then press MENU to confirm your selection.

To remotely access your answering system

1. Dial your telephone number from another telephone.
2. When the system answers, enter the four-digit remote access code (default remote access code is 0000). If there are any messages, it will begin to play them.
3. You can also enter the following remote commands.
4. Hang up to end the call and save all undeleted messages.

Keys Description

	During message playback	Message is not playing
1		Play all messages
ABC 2		Play new messages
DEF 3	Delete message	Press *twice* to delete
GHI 4	• Press *once* to repeat playing the current message from the beginning. • Press *twice* to skip backward to the previous message.	
JKL 5	Stop playing message	Press * and then JKL 5 to listen to the remote main menu
MNO 6	Skip forward	
0		Toggle on/off the answer machine
*		Enter the remote access code if the answering machine is on and during OGM playing.

Set the remote access code

1. Press MENU to show the menu when the handset is not in use.
2. Press MENU to select ANS. SYSTEM.
3. Press ▲ or ▼ CALLS to select REMOTE PIN, and then press MENU.
4. Enter your 4-digit security code. Default is 0000. Press MUTE/DELETE to delete digit while entering.
5. Press MENU to enter the new PIN code.
6. Press MENU to confirm the new PIN code.
7. Press MENU to save the settings.

Using the answering machine at the base

Switch on/off

Touch ⏻ to turn the answering system on or off. The light behind the key will be on when answering system is turned on.

Call screening

You can listen at the telephone base to a caller leaving a message. If you want to turn off the call screening feature, set the telephone base volume to zero. Remember to raise the volume in order to hear your messages during playback.

Play Messages

If you have new messages, the telephone plays only the new messages (oldest first). If there are no new messages, the telephone plays back all messages (oldest first).

1. Touch ▶/■ PLAY/STOP
2. During message playback, touch below keys to perform the following functions:

- ▶/■ PLAY/STOP : Press to stop playing messages or resume playback.
- ◀◀ REPEAT : Press *once* to replay current message from the beginning. Press *twice* to playback the previous message.
- ▶▶ SKIP : Skip to play the next message.
- DELETE ✕ : Delete the current message.
- ▲ : Increase the loudspeaker volume by one level (1 to 8).
- ▼ : Decrease the loudspeaker volume by one level (1 to 8).

Delete all old messages

In idle mode, touch DELETE ✕ *twice* continuously, all previously heard messages will be erased.

Additional handsets (multi handset packs only)

If you have purchased a multi handset pack you are able to make internal calls, transfer external calls from one handset to another and use the conference option.

Call another handset

You can make internal calls between two handsets.

1. Press INT and if you have only one other handset, it will ring.
2. If you have extra handsets, enter the handset number to select the other handset you want to call.

Transfer a call

You can transfer an external call to another handset registered to the base.

1. During external call, press INT. Your external caller is put on hold.
2. If you have only one other handset, it will ring. If you have extra handsets, enter the handset number to select the other handset you want to transfer to.
3. Press on the called handset to answer the call.
4. Press on the calling handset or place your handset back in the telephone base or charger to transfer the external call to the called handset.

3-Way conference call

You can hold a 3-way conference call between 2 internal callers and 1 external caller.
No subscription is required.

1. During the external call, press INT. Your external caller is put on hold.
2. If you have only one other handset, it will ring. If you have extra handsets, enter the handset number to select the other handset you want.
3. Press on the called handset to answer the call.
4. Press *and hold* INT on the calling handset to setup the conference call.

De-register a handset

1. In standby mode, press MENU to enter the feature menu.
2. Press or to select DE-REGISTER HS.
3. Enter the system PIN. (Default is 0000.) Press MENU to confirm.
4. Press or to select the desired handset.
5. Press MENU, and display will show DE-REGISTER?
6. Press MENU to confirm. Display will show DE-REGISTERED if it is successful.

NOTE:
You cannot de-register a handset if any other system handset is in use.

Register an additional handset

Your additional handset(s) will come pre-registered but should you need to register a handset, follow these steps.

1. Press MENU when in idle mode to enter the feature menu.
2. Press or to select REGISTER HS.
3. Enter the system PIN. (Default is 0000.)
4. Press MENU, and display will show PRESS AND HOLD PAGE BUTTON!
5. Press *and hold* PAGE on the base. Handset display will show REGISTERING.... The handset will display HANDSET X, with X denotes the handset number (1-12), if registration is successful. The **In Use** light comes on when registering.

NOTE:
If the registration is not successful, the display will show NO BASE FOUND. To reset the handset, remove the handset from the telephone base and place it back in. Try the registration process again.

Help

Phone does not work

- Have you installed the battery correctly? See page 10.
- Check that the mains power is correctly connected. See page 9.
- Is the handset switched off? To switch the handset on, see page 22.

No dial tone

- Is the telephone cord of the base plugged into the phone socket?
- Check that the mains power is switched on at the power point.
- Only use the telephone cord supplied with the phone.
- The telephone line cord might be malfunctioning. Install a new telephone line cord.
- Move the handset closer to the telephone base. It might be out of range.
- Disconnect the telephone base from the telephone wall socket and connect a different telephone. If there is no dial tone on this telephone either, the problem is in your wiring or local service. Contact your telephone service provider.

Cannot dial out or receive calls

- Check that the mains power is correctly connected.
- The battery may need recharging.
- Has there been a power cut? If so, place the handset back on the base for 10 seconds and try again. If it still does not work disconnect the battery and mains power for 10 minutes, then reconnect and try again.

You have a dial tone, but the phone will not dial out

- If you are connected to a PABX, check whether you need to dial an access code.

Handset does not ring

- The ringer volume may be switched off. See page 27.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base. See page 40.

No display

- The battery may be flat, dead or incorrectly inserted.
- Recharge or replace the battery.

Antenna icon flashes

- Is the handset registered correctly to the base? See page 40.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.
- Is the battery low? Place the handset on the base/charger to recharge.

Battery icon does not appear to be filling

- Try cleaning the charging contacts.
- Check that the mains power is correctly connected.
- If the above measures do not correct the problem, replace the battery.

You hear the busy tone when you press

- Make sure the handset is in range of the base.
- Another handset registered to your Telstra Slim Touch 9650 base may be on the line.

Answering machine does not record any messages

- Make sure the answering machine is switched on. See page 35.
- The memory may be full, please delete some old messages to free up space. See page 36.

Answering machine messages have the wrong date and time

- Have you manually set the date and time? See page 12.

Cannot access your messages from another phone

- Have you changed the remote access security PIN code? See page 39. Always keep a note of the new PIN code in a safe place.
- Has remote access been disabled? To enable remote access, see page 38.
- Make sure you are calling from a touch-tone telephone. When dialing a number, there should be tones. If there are clicks, then it is not a touch-tone telephone and cannot activate the answering machine.
- The answering machine might not detect the remote access code when your announcement is playing. Wait until the announcement is over before entering the code.
- There might be interference on the telephone line you are using. Press the dial pad keys firmly when dialing.

No Calling Number Display number/ name displayed

- Have you subscribed to Telstra Calling Number Display? See page 30.
- The caller may have blocked their number.
- An exact name/number match was not found in your phonebook. Check that you have stored the complete number including area code.
- The caller might not be calling from an area which supports Calling Number Display.
- Both you and the caller's telephone companies must use equipment compatible with the Calling Number Display service.
- The Calling Number Display information shows after the first or second ring.

Base unit does not ring, but the lights are on

- Have you connected the telephone line correctly?
- Is the base ringer set to off? See page 28.
- You may have a faulty line or socket. Try using another socket.

Buzzing noise on my phone or on other electrical equipment nearby

- Sometimes your Telstra Slim Touch 9650 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your Telstra Slim Touch 9650 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.
- If you have an ADSL internet service ensure correct filters are installed to prevent interference.

Customer Helpline

If you are still experiencing difficulties please call TecHelp on 1300 369 193 or email: tcpsupport_au@vtech.com

General information

Replacing the handset batteries

After a time, you may find that the handset battery is running out of charge more quickly. This is a standard sign of wear and the battery will need replacing. A replacement rechargeable Nickel Metal Hydride (NiMH) battery can be purchased from TecHelp line on 1300 369 193 or your local electrical retailer. Slide off the battery compartment cover and remove existing battery. Insert the new battery and replace the compartment cover until it clicks into place.

IMPORTANT

This equipment requires electricity to work. You will not be able to make any telephone calls when the power fails.

Alternative arrangements should be made for access to emergency services in times of power failure.

Safety

• Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.

• Use only the approved rechargeable battery supplied. A spare rechargeable battery can be purchased from TecHelp Information Line on 1300 369 193 or your local electrical retailer.

• Do not open the handset (except to replace the handset battery) or the base. This could expose you to high voltages or other risks. Contact TecHelp Information Line on 1300 369 193 for all repairs.

• Radio signal transmitted between the handset and base may cause interference to hearing aids.

• It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.

• Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/ alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

• Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

• Dispose of batteries as per local/state requirements.

Cleaning

Simply clean the handset and base with a damp (not wet cloth, or an anti-static wipe). Never

use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

• Do not expose to direct sunlight.
• The product may heat up when the batteries are being recharged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
• Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surface.
• Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
• Do not expose your product to fire, explosive or other hazardous conditions.
• There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord from the base for the duration of the storm.

Telstra accessories and replacement items

For a full range of accessories and replacement items for Telstra products,
please call TecHelp Information Line on 1300 369 193.

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any other telephone line. Your Telstra Slim Touch 9650 has a REN of 0.1.
A total REN of 3 is allowed, if the total REN of 3 is exceeded, the telephone may not ring. With different telephone types there is not guarantee of ringing, even when the REN is less than 3.

Customer service & Product warranty

IMPORTANT

Please retain this booklet with your sales receipt as proof of the date of purchase

Customer Service

If you require assistance in operating this product please call the TecHelp Information Line on 1300 369 193 or contact us by e-mail at:
tcpsupport_au@vtech.com
If you are trying to access a Telstra Network Feature and require assistance specifically related to the network feature or would like to subscribe to the feature, contact Telstra on 132200 for residential customers or 132000 for business customers.

Product Warranty

Subject to the conditions below, Telstra guarantees this product against any defect in materials or workmanship under conditions of normal use for a period of 24 months from date of purchase. The benefits conferred by this warranty are in addition to other warranties and remedies that are implied under the Trade Practices Act and similar State and Territory laws (Statutory Rights). Subject to your Statutory Rights, the goods will not be eligible for service under this warranty if:
a. Proof of purchase cannot be provided;
b. The defect was caused by an accident, misuse, abuse, improper installation or operation, vermin infestation, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by Telstra;
or
c. The product has been damaged by lightning or a mains power surge.
To obtain service during the term of this warranty call the TecHelp Information Line on 1300 369 193 or contact us by e-mail at:
tcpsupport_au@vtech.com

If it is necessary to have the product serviced, the Customer Service Representative will inform you of the product return process.
Please ensure that:
a. You provide proof of purchase;
b. Your product is suitably packaged;
and
c. You have included all components from the original purchase.

Subject to your Statutory Rights:

a. Any claim under this warranty is limited to the cost of repair or replacement of the product; and
b. If the goods are found to be in sound working order by the authorised service centre, you may be charged a fee for service and for any other

direct costs associated with having the product delivered for service.

For your records

Date of purchase:

_____

Place of purchase:

_____

Serial number:

_____

For guarantee purposes proof of purchase is required so please keep your receipt.

www.telstra.com

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